

LINES

DELMARVA.COM

APRIL 2009

Customers Receive Help with Bills

As the unemployment rate escalates and more customers struggle to pay energy bills, Delmarva Power helps those in need.

We recently teamed with Maryland social service agencies to host energy assistance expos throughout the service territory.

Utility representatives were on hand to help English- and Spanish-speaking customers with questions on energy assistance, billing and payment options, and energy conservation.

If you need help with your utility bill, Delmarva Power is sensitive to the hardship our customers face during these tough economic times. We encourage you to contact us at 1-800-375-7117. We pledge to work with you to make payment arrangements that are fair and reasonable.

Use Power Tools Safely

When using power tools to clip hedges, mow the lawn, or make outdoor home repairs, follow these safety tips.

- Wear or use the right personal protective equipment such as safety glasses, a dust mask, gloves, or safety boots.
- Never pull or jerk the cord from the outlet's power supply.

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New Outage Map Offers Customers More Information

Delmarva Power recently posted an improved outage map application on our Web site that provides greater information on outage status and restoration progress.

The new map is more interactive than the previous version and visually richer. You can zoom in as close as one mile from the actual power outage.

By "hovering" your mouse over a location, you will see outage details such as the number of customers without power, ZIP codes affected and crew status information.

Go to delmarva.com, click on "View Outage Maps" to check out the new map, which updates every 10 minutes. A tutorial on how to navigate the map is provided

POWER OUT?

*In New Castle County, DE; Cecil and Harford Counties, MD: 1-800-898-8042
In Kent & Sussex Counties, DE; and the Eastern Shore of MD: 1-800-898-8045
For Natural Gas Emergencies in New Castle County, DE, ONLY: 302-454-0317*



MARYLAND (AREA CODE 410)

May 1-2: St. Mary Anne's Garden Market; Main St., North East; www.stmaryanne.org.

May 1-31: Kent Island Federation of Art's 44th Annual Open Judged Art Show; Kent Island Federation of Art

May 9: Mother's Day Weekend: Basket Weave, Lunch and Gardens; Historic Sinking Springs Herb Farm & Retreat, Elkton; 410-398-5566, www.sinkingsprings.com.

May 9: Poplar Hill Mansion Art Show; Poplar Hill Mansion, Salisbury; 410-749-1776, www.poplarhillmansion.org.

May 15: Things with Wings Art Reception; Ward Museum, Salisbury; 410-742-4988.

May 30: 34th Annual 1800's Day Festival; Fairmount Academy grounds, Upper Fairmount; 410-651-3945.

FOR MORE THINGS TO DO IN THE REGION, click on "About Us" and then "In the Community" at delmarva.com.

To include a future event either in Lines or online, fax to: 302-283-6095, or send an e-mail to lines@delmarva.com.

Use Power Tools Safely

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- Don't leave an electric tool running when not in use— turn it off and unplug it.
- Never use electric tools in wet or damp locations unless approved for that use and connected to a ground fault circuit-interrupter (GFCI).
- Don't plug several tools into one outlet, which could overload the circuit.
- Never carry a power tool by the cord.

Learn more about electrical safety at delmarva.com.

Celebrate Earth Day With Us and the Zoo

Delmarva Power invites you to celebrate Earth Day at the Salisbury Zoo from 10 a.m. until 4 p.m. on Saturday, April 18. The event features children's activities, environmental exhibits and entertainment. For more information, call 410-546-3440.

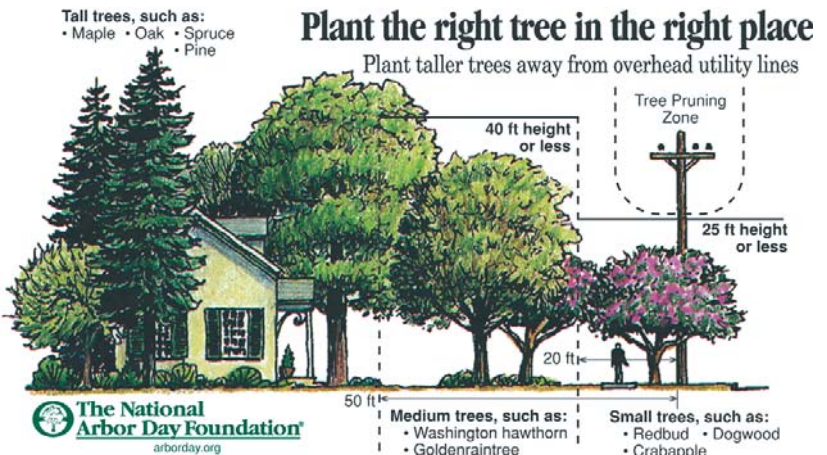
Start the Earth Day festivities early. Walk or run with the pack in the 7th Annual 5K Zoo Stampede beginning at 9 a.m. Proceeds benefit the Zoo. Call 410-860-6880 or visit salisburyzoo.org for details.

Wal-Mart Stores Join CFL Discount Program

Delmarva Power welcomes Wal-Mart Stores, Inc. to our Maryland retailer network offering great discounts on compact fluorescent light bulbs or CFLs.

Save \$1.50 on single bulbs and \$3 on multipacks with the Delmarva Power discount at Wal-Mart stores in Berlin, Cambridge, Easton, Elkton, Fruitland, North East, Pocomoke City and Salisbury.

CFLs use 75 percent less energy than a traditional incandescent bulb and last about 10 times longer. So shop Wal-Mart and save money, save energy and save the environment.



Learn How to Plant the Right Tree

Trees are great for the environment. They provide shade to reduce the need for air conditioning, and they absorb carbon dioxide (CO₂), which makes our air healthier to breathe. But it's important to plant the right tree in the right place to reduce the potential for power outages. Keep these tips in mind:

- Trees that grow tall should never be planted near power lines.
- Never trim a tree that is growing near a power line. Consult a professional.
- Don't plant trees or shrubs near power poles. Doing so could hamper the flow of electricity, and may slow or interfere with the restoration process in the event of a power outage.

To learn more about the planting and care of trees, visit the Arbor Day Web site at www.arborday.org, or delmarva.com.